

Problem – Chain of Command

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- 1) I have full administrative privileges for our school site. I can install software, hardware, download updates, etc.
- 2) If I cannot fix a problem, I do the following:
 - a. I will ask Greg (another teacher who is over our school website) if he has encountered the problem and what to do. If he cannot help, I go to step b.
 - b. I may call IT directly and talk to Edgar Coria who can sometimes walk me through the steps (depending on the problem) or I email Edgar and he emails me the steps.
 - c. If it is a problem I cannot fix, I put in a work order for our site IT person (Fulin Tian). I cannot personally generate the work order only the school secretary can do that. So I email her and ask her to put in the work order.
 - i. I usually put in the work orders for a lot of teachers once it turns out I cannot fix the problem.
 - d. I also email Zac when the problem is the wireless network.
 - e. I email Ray when the problem is with Zangle (our attendance system)
- 3) I keep a notebook with notes on all the problems and fixes so that I can fix that problem the next time.